

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A computer-implemented method for managing a return of a product, the method comprising the steps, performed by a computer, of:
 - receiving a return request for the product, wherein the return request is for a quantity of the product greater than one;
 - determining whether the return request is authorized;
 - issuing, from a first computer-implemented management system, a return authorization number (RAN) for the return request when the return request is determined to be authorized;
 - creating a record in a second computer-implemented management system for the return request, the record comprising the RAN;
 - splitting the record in the second computer-implemented management system into a plurality of new records with the RAN when less than all of the quantity is received; and
 - updating the record in the second computer-implemented management system after the product has been returned .
2. (Currently Amended) The computer-implemented method of claim 1, wherein the first computer-implemented management system is a customer relationship management (CRM) system.

3. (Currently Amended) The computer-implemented method of claim 1, wherein the second computer-implemented management system comprises at least one of a supply chain management (SCM) management system and a warehouse management (WM) system.
4. (Currently Amended) The computer-implemented method of claim 3, wherein the record is a delivery request.
5. (Currently Amended) The computer-implemented method of claim 1, wherein the method further comprises communicating information between the first and second computer-implemented management systems utilizing the RAN.
6. (Currently Amended) The computer-implemented method of claim 1, wherein the method further comprises providing a shipping label in response to approving the return request, the shipping label comprising the RAN.
7. - 8. (Cancelled).

9. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:
- authorizing a request from a customer to return a product, wherein the request from a customer is for a quantity of the product greater than one;
 - creating at least one record in each of a plurality of computer-implemented management systems when the request for the product return is authorized;
 - assigning a unique identifier to the product return;
 - associating the unique identifier with each record corresponding the product to be returned;
 - splitting the at least one record in each of the plurality of computer-implemented management systems into a plurality of new records with the unique identifier when less than all of the quantity is received; and
 - exchanging information regarding the product return between the plurality of computer-implemented management systems utilizing the unique identifier.
10. (Currently Amended) The computer-implemented method of claim 9, wherein the plurality of computer-implemented management systems comprises at least one of a customer relationship management (CRM) system, a supply chain management (SCM) system, and a warehouse management (WM) system.
11. (Currently Amended) The computer-implemented method of claim 10, wherein the plurality of computer-implemented management systems comprises the warehouse management (WM) system.

12. (Currently Amended) The computer-implemented method of claim 11, wherein the plurality of computer-implemented management systems comprises a logistics, execution, and shipping (LES) management system.
13. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:
 - assigning at least one return authorization number (RAN) to the product return, wherein the product return is for a quantity of the product greater than one;
 - creating, in a first database, a return authorization record for the product return, the return authorization record comprising the RAN;
 - creating, in a second database, a warehouse record for the product return, the warehouse record comprising the RAN;
 - splitting the record in the second database into a plurality of new records with the RAN when less than all of the quantity is received; and
 - updating the return authorization record and the warehouse record to include information associated with the RAN.
14. (Currently Amended) The computer-implemented method of claim 13, wherein the return authorization record comprises a plurality of return authorization items.
15. (Currently Amended) The computer-implemented method of claim 14, wherein each return authorization item comprises a unique RAN.

16. (Currently Amended) The computer-implemented method of claim 14, wherein the warehouse record comprises a plurality of pending delivery items, each of the pending delivery items being created for at least one of the return authorization items.
17. (Currently Amended) The computer-implemented method of claim 13, wherein the second database is a warehouse management (WM) system.
18. (Currently Amended) The computer-implemented method of claim 13, wherein the return authorization record further comprises a product type ~~and a quantity~~.
19. (Currently Amended) The computer-implemented method of claim 13, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.

20. (Currently Amended) A computer-implemented method for managing a product return, the method comprising the steps, performed by a computer, of:

indexing a record in a first database for a product return using at least one unique identifier, wherein the product return is for a quantity of the product greater than one;

creating a record for the product return in a second database, the record in the second database comprising the unique identifier;

splitting the record in the second database into a plurality of new records with the unique identifier when less than all of the quantity is received; and

exchanging, between the first and second databases, information related to the product return, wherein each item of exchanged information is identified by the unique identifier.

21. (Currently Amended) A ~~computer-readable~~ computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:
- creating a record in a customer relationship management (CRM) system for a product return using at least one return authorization number (RAN), wherein the product return is for a quantity of the product greater than one;
 - creating a record for the product return in a warehouse management (WM) system using the return authorization number;
 - splitting the record in the WM system into a plurality of new records with the RAN when less than all of the quantity is received; and
 - exchanging between the management systems information related to the product return, wherein each item of exchanged information is identified by the return authorization number.
22. (Currently Amended) The ~~method~~ medium of claim 21, wherein the record in the CRM system is a return authorization record.
23. (Currently Amended) The ~~method~~ medium of claim 21, wherein the record in the WM system is a pending delivery record.

24. (Currently Amended) A ~~computer-readable~~ computer-readable medium including a memory containing instructions for carrying out a method, the method comprising:
- assigning a return authorization number (RAN) to an approved product return, wherein the product return is for a quantity of the product greater than one;
 - creating, in a first database, a return authorization record for the approved product return, the return authorization record comprising the RAN;
 - creating, in a second database, a pending delivery record comprising the RAN;
 - splitting the record in the second database into a plurality of new records with the RAN when less than all of the quantity is received; and
 - updating the return authorization and the pending delivery records using the RAN.
25. (Currently Amended) The ~~method~~ medium of claim 24, wherein the return authorization record comprises a plurality of return authorization items.
26. (Currently Amended) The ~~method~~ medium of claim 25, wherein each return authorization item comprises a return authorization number.
27. (Currently Amended) The ~~method~~ medium of claim 25, wherein a pending delivery item is created for each return authorization item.
28. (Currently Amended) The ~~method~~ medium of claim 24, wherein the second database is a warehouse management database.

29. (Currently Amended) The ~~method~~ medium of claim 24, wherein the return authorization record further comprises a product type ~~and a quantity~~.
30. (Currently Amended) The ~~method~~ medium of claim 24, further comprising creating a shipping label based on the return authorization record and communicating the shipping label to a customer.
31. (Currently Amended) A ~~computer-readable~~ computer-readable medium including a memory containing instructions for carrying out a method for managing a product return, the method comprising:
- authorizing a request from a customer to return a product, wherein the request is for a quantity of the product greater than one;
 - creating at least one record in each of a plurality of management systems for handling the product return;
 - assigning a unique identifier to the product return;
 - associating the unique identifier with each record corresponding to the product to be returned;
 - splitting the record in the plurality of management systems into a plurality of new records with the unique identifier when less than all of the quantity is received; and
 - exchanging information regarding the product return between the plurality of management systems utilizing the unique identifier.

32. (Currently Amended) A system for managing a return of a product, the system comprising:

a first computer comprising a first database configured to receive a return request for the product, and to generate a first record comprising a return authorization number (RAN) for the product if the return request is authorized, wherein a quantity of the returned item is greater than one; and

a second computer comprising a second database, in communication with the first database, configured to create a second record corresponding to the return, the second record comprising the RAN; [[and]]

wherein the first and second database are each configured to exchange information regarding the return utilizing the RAN, and are each configured to split the second record when not all of the quantity is returned.

33. (Original) The system of claim 32, wherein the first record is a return authorization record.
34. (Original) The system of claim 33, wherein the return authorization record comprises a plurality of return authorization items, each corresponding to a unique RAN.
35. (Original) The system of claim 32, wherein the second record is a pending delivery record.

36. (Original) The system of claim 35, wherein the pending delivery comprises a plurality of pending delivery items each corresponding to a return authorization item.

37. - 39. (Cancelled).

40. (Currently Amended) A system for managing a product return, the system comprising:

a computer configured to assign a return authorization number (RAN) to a product return, wherein a quantity of the product return is greater than one;

a plurality of databases, each database configured to:

receive the RAN and to create at least one record corresponding to the product return, wherein each record corresponding to the return item is uniquely associated with the RAN; and

split the at least one record corresponding to the product return when not all of the quantity is returned.

41. (Currently Amended) A system for managing a product return, the system comprising:
- a first computer comprising a user interface for:
 - receiving a return request from a customer, wherein a quantity of the return request is greater than one,
 - creating a first record comprising a return authorization number (RAN), and
 - transmitting to the customer an authorization for a product return comprising the RAN; and
 - a second computer, in communication with the first computer, configured to:
 - receive the RAN, ~~and to~~
 - create, upon receipt of the return authorization, a record in a database comprising the RAN, and
 - split the record corresponding to the product return when not all of the quantity is returned.
42. (Original) The system of claim 41, wherein the user interface comprises a web site.
43. (Original) The system of claim 42, wherein a customer submits a return request via the web site.
44. (Original) The system of claim 42, wherein the first computer creates a shipping label and transmits the shipping label to a customer via the web site.

45. (Original) The system of claim 41, wherein the first and second computers communicate using an EDI.
46. (Original) The system of claim 41, wherein the first and second computers communicate using a BAPI.
47. (Original) The system of claim 41, wherein the first and second computers communicate using R/3 information objects.